Please find below the information you need to use ADT's VRT service
Phone number to ring : **131005 (option 5)**
User number : Insert user number
Password number : Insert Password number

| Accessing the VRT Service (Voice Response Terminal) | |
|---|---|
| You will hear the following | You are expected to take the following actions |
| *Welcome to the ADT Security Response Centre. Enter your User number then press hash.* | Enter your user number provided followed by the hash key on the phone. |
| *Enter your password, then press hash* | Enter your password number provided followed by the hash key on the phone |
| If either the User number and Password number is entered incorrectly: | |
| *That User number, Password combination is invalid* | The details entered are incorrect, after 3 incorrect attempts you will be disconnected and will need to contact the Security Response Centre |

After entering the correct USER/PASSWORD details the following options are available.

## Placing your account on test

| To place your system on test, Press 1.<br>You will hear the following | To transfer to an operator, Press 0.<br>You will hear the following | To exit Press 9.<br>You will hear the following |
|---|---|---|
| *Your system is on test until <date, time>. Thank you for calling, Goodbye.*<br><br>**Account is placed on test for 1 hour only.** | *Please wait while I transfer you to an operator.*<br><br>**You are then transferred to our SRC.** | *Thank you for calling, Goodbye.*<br><br>**The VRT ends the call.** |

## Clearing the account for test, signal received

| Clearing your account from Test | |
|---|---|
| You will hear the following | Your will hear the following if signals are received |
| *Your system is on test until <date, time>* | *The following signals were received: <signal 1>, <signal 2>,…* |
| Clearing the test requires all zones to be restored | |
| If all zones are restored you will hear the following | If there are un-restored zones you will hear the following |
| *To take your system off test, press 1.<br>To transfer to an operator, press 0.<br>To exit, press 9.* | *The following zones are not restored :<zone 1>, <zone 2>, … Your system has not been restored to normal condition. Please call your security provider for assistance.* |
| If you press 1 | If you press 9 |
| *Your system is no longer on test. Thank you for calling. Goodbye.*<br><br>**The account is no longer on test.** | *Thank you for calling. Goodbye.*<br><br>**The account remains in test.** |

For further assistance with this service please contact ADT's **Security Response Centre on 131005** option 2 or via your dedicated security number to speak with one of our friendly operators.

Regards,

ADT Security Response Centre